
Overview

This standard is about working with volunteers, focusing upon the nature of your relationship with volunteers, from before they make a commitment to volunteer, throughout their time in youth work, to beyond the conclusion of their formal volunteering agreement. It includes motivating volunteers, a key aspect for every manager of volunteers.

There are three elements

- 1 Promote volunteering to potential volunteers
- 2 Involve and motivate volunteers in your organisation
- 3 Help volunteers change or conclude their role and contribution

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Involve, motivate and retain volunteers

Performance criteria

Promote volunteering to potential volunteers

You must be able to:

- P1 involve relevant people and use creative methods to identify:
 - P1.1 the types of people who may wish to volunteer
 - P1.2 ways of accessing potential volunteers
 - P1.3 the key motivations people may have for wishing to volunteer
- P2 use appropriate cost and time-effective communication methods to access groups of potential volunteers
- P3 help potential volunteers to understand clearly:
 - P3.1 the importance of volunteering in meeting your organisation's goals
 - P3.2 how people with diverse abilities, styles and motivations can make valuable contributions as volunteers
 - P3.3 the volunteering opportunities available and what is involved
 - P3.4 the commitment they need to make as volunteers
 - P3.5 the potential benefits of volunteering and how volunteering can meet their needs and expectations
- P4 provide factual evidence to illustrate how volunteers have contributed in the past and how they have benefited personally from doing so
- P5 provide opportunities for people to investigate volunteering opportunities further and made a commitment to becoming a volunteer
- P6 refer people to other volunteering organisations where appropriate
- P7 evaluate and analyse the response to your promotional activities and use this information to improve future activities

Involve and motivate volunteers in your organisation

You must be able to:

- P8 help volunteers articulate their motivations and understand how volunteering can meet their evolving needs and expectations
- P9 help volunteers find placements that:
 - P9.1 meet their evolving needs and expectations
 - P9.2 allow them to contribute their experience, knowledge, skills and competence in tangible ways to achieving your organisation's goals
- P10 provide sufficient support and supervision to allow volunteers to fulfil their roles and carry out their tasks effectively, safely and securely
- P11 provide opportunities for volunteers to reflect on and articulate their experience of volunteering
- P12 provide regular, accurate and balanced feedback to volunteers on their individual and collective contributions and their value to your organisation
- P13 encourage volunteers to extend their volunteer roles within the limits of their knowledge, skills and competence
- P14 provide opportunities for volunteers to be involved in your organisation's

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wider activities, as appropriate

Help volunteers change or conclude their role and contribution

You must be able to:

- P15 ensure volunteers understand what they need to do if they wish to change their role and contribution to your organisation
- P16 invite volunteers to discuss their contribution to your organisation, whenever there are indications that their current role is no longer appropriate
- P17 find appropriate alternative placements for volunteers whose current role is no longer appropriate, wherever possible
- P18 invite volunteers who are concluding their volunteering agreement to provide feedback on their experience of volunteering
- P19 thank volunteers for their contribution to your organisation and agree the nature of the relationship they wish to have with your organisation after their agreement is concluded
- P20 ensure volunteers return all your organisation's property on conclusion of their agreement
- P21 inform relevant members of your organisation about the reasons why volunteers conclude their agreements and how the experience of volunteering with your organisation could be improved
- P22 record information accurately in line with legal requirements and your organisation's policies
- P23 deny access to any confidential information to unauthorised persons

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Knowledge and understanding

You need to know and understand:

Analytical and research techniques

- K1 how to identify the types of people who may wish to volunteer their services
- K2 methods of identifying people's motivations and how to select and use appropriate methods

Communication

You need to know and understand:

- K3 the principles of effective communication and how to apply them
- K4 methods of communication with potential volunteers and how to select and use appropriate methods

Diversity and equality

You need to know and understand:

- K5 the value of diversity of abilities, styles and motivations amongst volunteers and how to foster such diversity

Information and knowledge management

You need to know and understand:

- K6 the importance of keeping clear and accurate records and how to do so
- K7 the principle of confidentiality – what information may be provided to whom

Involvement and motivation

You need to know and understand:

- K8 the basic principles of motivation and how they apply to your work
- K9 how to help people articulate their motivations and understand how volunteering can meet their evolving needs and expectations
- K10 the importance of encouraging volunteers to extend their volunteer roles and how to do so
- K11 the importance of getting informed feedback from people and how to do so

Legal requirements

You need to know and understand:

- K12 legislation relevant to the recruitment of volunteers

Organisational context

You need to know and understand:

- K13 your organisation's goals
- K14 your organisation's policies

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- K15 your organisation's wider activities in which volunteers could be involved
 - K16 the types of relationship volunteers may have with your organisation after their agreement is concluded
 - K17 members of your organisation who need to be informed about the reasons why volunteers wish to conclude their agreements and how the experience of volunteering with your organisation could be improved

Resource management

You need to know and understand:

- K18 the importance of ensuring communication methods are cost- and time-effective and how to do so

Support and supervision

You need to know and understand:

- K19 the different levels of support and supervision volunteers need, how to assess these levels and provide appropriate support
- K20 the support that volunteers can provide to other volunteers/staff and how to encourage them to give this support
- K21 the importance of regularly reviewing volunteers' contribution with the volunteers themselves and how to do so
- K22 the range of indications that a volunteer's current role is no longer appropriate and how to identify these

Volunteering

You need to know and understand:

- K23 the importance of volunteering in meeting your organisation's goals
- K24 the variety of different roles volunteers can fulfil and the different ways they can contribute to organisational goals
- K25 the range of abilities, styles and motivations volunteers have and how these affect the types of roles and activities they carry out
- K26 the volunteering opportunities available
- K27 the benefits volunteers derive from volunteering
- K28 the type of commitment volunteers need to make
- K29 opportunities for people to make a commitment to becoming a volunteer (e.g. verbal commitment, completion of an application form, signing volunteering agreement or code of conduct)
- K30 other volunteering organisations to which it may be appropriate to refer volunteers
- K31 details about particular volunteer roles that volunteers need to know
- K32 the importance of concluding agreements with volunteers in ways that leave the opportunity for future volunteering open and how to do so

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Suite	Preventing and tackling domestic and/or sexual abuse/violence
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